

**IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE**

**In the application of : O'KEEFFE, Michael et al.**  
**Serial No. : 10/741,519**  
**Filed : December 22, 2003**  
**For : Remote control of a contact within a contact centre**  
**Examiner : GAUTHIER, Gerald**  
**Art Unit : 2614**  
**Confirmation No. : 4453**  
**Attorney Docket No. : 920673-95341**

**RESPONSE TO OFFICE ACTION OF MARCH 21, 2008**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of March 21, 2008, the Applicants make the following amendments and remarks: